NOV 0 7 2003



PTO/SB/22 (08-03) Approved for use through 7/31/2006. OMB 0651-0031 U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless if displays a valid OMB control number. Docket No. (Optional) PETITION FOR EXTENSION OF TIME UNDER 37 CFR 1.136(a) APB-019 In re Application of **Lundy Lewis Application Number** Filed 09/578156-Conf. #4279 May 23, 2000 METHOD AND APPARATUS FOE EVENT CORRELATION IN For: SERVICE LEVEL MANAGEMENT (SML) **Art Unit** 2183 Examiner S. Collins

This is a request under the provisions of 37 CFR 1.136(a) to extend the period for filing a reply in the above identified application. The requested extension and appropriate non-small-entity fee are as follows (check time period desired): One month (37 CFR 1.17(a)(1)) Two months (37 CFR 1.17(a)(2)) NOV 1 7 2003 Three months (37 CFR 1.17(a)(3)) \$ 950.00 Technology Center 2100 Four months (37 CFR 1.17(a)(4)) Five months (37 CFR 1.17(a)(5)) Applicant claims small entity status. See 37 CFR 1.27. Therefore, the fee amount shown above is reduced by one-half, and the resulting fee is: \$ A check in the amount of the fee is enclosed. Payment by credit card. Form PTO-2038 is attached. The Director has already been authorized to charge fees in this application to a Deposit Account. The Director is hereby authorized to charge any fees which may be required, or credit any overpayment, to Deposit Account Number 12-0080 I have enclosed a duplicate copy of this sheet. I am the applicant/inventor. assignee of record of the entire interest. See 37 CFR 3.71. Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96). attorney or agent of record. Registration Number attorney or agent under 37 CFR 1.34(a). Registration number if acting under 37 CFR 1.34(a) November 7, 2003 Date (617) 227-7400 David R. Burns Telephone Number Typed or printed name NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below

Total of 1 forms are submitted.

11/13/2003 HDERESS1 00000025 120080 09578156

01 FC:1253 950.00 DA

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as Express Mail, Airbill No. EV309883315US, in an envelope addressed to: Commissioner for Patents_P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

Dated: November 7, 2003 Signature: ________(David R. Burns